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MMB EXHIBIT NO. 21

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JOSEPH E. DUNNE III
COLBY M. MAY*

ENFORCEMENT DIVISION

MAY & DUNNE

ATTORNEYS AT LAW

1000 THOMAS JEFFERSON STREET, N.W.

SUITE 520

WASHINGTON, D.C. 20007

(202) 298-6345

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FM BRANCH

RICHARD G. GAY
OF COUNSEL

TELECOPIER NO.
(202) 298-6375

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September 22, 1989, 1989

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FM BRANCH

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Dennis Williams, Chief
FM Branch, Audio Services Division
Mass Media Bureau
Federal Communications Commission
Washington, D.C. 20554

RE: 8920-RLS/Blanketing Interference Complaints KOKS-FM Poplar Bluff, Missouri

Dear Mr. Williams:

Calvary Educational Broadcasting Network, licensee of noncommercial educational broadcast station KOKS, Poplar Bluff, Missouri (hereinafter referred to as "Calvary," "KOKS" or "licensee"), by and through its undersigned attorney, hereby responds to the above-referenced letter dated March 29, 1989.

I. INTRODUCTION

- A) Supplement. Calvary notes that many of the complaints to which it responds herein have already been addressed in reports and responses sent to Mrs. Karen Raines of the FCC's Kansas City field office on: December 6, 1988; January 24, 1989; February 10, 1989; and February 24, 1989. Counsel presumes that copies of these filings are already part of the Commission's record. If not, counsel will provide complete copies of these responses upon request.
- B) Technical Problems. KOKS' response to these complaints and its operation in the public interest have been delayed due to a rash of technical difficulties caused by bullet holes in its transmission line, lightning strikes, etc. For example, on November 3, 1988, the licensee reported to the Commission that its antenna had caught fire, damaging some antenna bays, which required the Station to reduce power. On December 27, 1988, Calvary reported that it was again operating on reduced power due to the fact that its coaxial cable had been shot several times creating a gas leakage necessitating a reduction in the station's authorized power. On June 12, 1989, the licensee reported that a

FEDERAL COMMUNICATIONS COMMISSION

Docket No. 92-122 Exhibit No. MMB 21

Presented by M M B

ICED/MSB 11/12/92

Disposition: Received 11/12/92

Rejected _____

Reporter B Lord

Date _____

lightning strike had shorted out its antenna, and on June 19, 1989, the licensee requested special temporary authority (STA) to operate with a standby antenna until repairs could be completed on its authorized antenna. KOKS operated at roughly 25 percent of its authorized ERP on STA until September 16, when repairs were finally completed and the station returned to operation at its full authorized power.

- C) Civil Litigation Initiated. As previously reported to the Commission in its response of January 24, 1989, some of the complainants herein (Doris Smith, Paul Smith, Randy Soens and Thomas E. Crutchfield) are also plaintiffs in civil litigation filed in the circuit court of Butler County (Case No. C0189-6CC) concerning KOKS' alleged interference. The complaint was dismissed for failure to state a cause of action and is presently on appeal.
- D) License Resources Limited. Calvary's response to the Commission, in all candor, has been of necessity limited by the station's lack of financial resources. For example, as will be noted below, a map of the station's blanketing contour had never been prepared by Calvary simply because it has lacked the funds to pay a qualified engineer to prepare one. A map is now being prepared and will be submitted to the Commission as a supplement to this response, but such a map has never been available for use by the licensee. Accordingly, the licensee's determinations concerning who lives within and without the blanketing contour (see II(B) below) is not precise.

Calvary is a nonprofit organization which functions, as many noncommercial licensees do, with a largely volunteer staff. The station's operating budget is financed by contributions from listeners, and fundraising has not been helped, to say the least, by the negative publicity generated by the station's ongoing efforts to deal with these complaints.

Station resources have been further stretched by the continuing problems it has experienced with its equipment, exacerbated on at least one occasion by vandalism, and the financial drain caused by the legal fees and expenses generated in Calvary's civil litigation with some of these same complainants.

II. RESPONSE

- A) Blanketing Contour Area Map. A map, prepared by a consulting engineer showing KOKS' transmitter site and plotting the station's blanketing interference contour, is now being prepared, and will be filed as a supplement to this response as Attachment A.

KOKS notes that the Commission has requested that it submit a map showing the blanketing contour and the homes of all complainants marked on it. Calvary submits that complying with this request is practically impossible in view of the sheer number of complaints, in excess of 700, which the Commission's request would require plotting on the map. In addition, as will be shown below, less than 10% of the complainants, as best as Calvary personnel can calculate, actually live within blanketing interference contour.

- B) Complaints Within the Blanketing Contour Area. Lacking a map by which to determine who lived within the blanketing contour area, except in the few instances where Calvary knew exactly where the complainant lived, the licensee relied on the mileage estimates of the complainants themselves. In instances where the complainant was unsure of where the KOKS tower was located, the Highway Patrol Station located very close to Calvary's tower was used as a familiar reference point. Calvary had been informed by its consulting engineer that the blanketing contour extended approximately two and one-half miles from its transmitter site. Accordingly, any complainant contacted or visited who was not personally known by KOKS personnel was asked to estimate his or her distance from the transmitter site, or the Highway Patrol Station if they were unfamiliar with the location of the KOKS tower. Those whose own estimates were three miles or less were considered to be within the station's blanketing contour. As noted below, to the best of the licensee's calculations, as of September 19, only 89 of the over 700 some odd complaints brought to the Commission's attention actually came from people who live within the blanketing interference contour. Since in excess of 98% of the complaints received by the Commission have come in the form of a petition which has been circulated in the community, copies of those complaints, with the licensee's notation as to action

taken, are attached in Attachment B. Specific comments concerning each complaint within the blanketing interference area are set forth below.

KOKS notes that of the 88 complainants located within the blanketing interference contour, 21, or almost 1 in 4, were caused because of alleged KOKS interference to the reception of WPSD-TV, Channel 6 in Paducah, Kentucky. As shown in Attachment C, WPSD-TV's protected contour does not encompass any of KOKS' service area. Nineteen complaints were from persons who possessed boosters, a class which are specifically excluded under Section 73.318. Five persons had satellite dishes, 17 had other (non-blanketing) interference problems which were resolved, and 17 would not cooperate with Calvary personnel so that Calvary either could not analyze the problem, verify that a problem existed, or assist in resolving it.

As best as Calvary can determine, a maximum of eight complaints within the blanketing contour area were actually caused by FM Blanketing, and these have been resolved.

The name, address, date of contact by KOKS personnel, the nature of their problem and KOKS response is set forth below:

1. Stella Arnold 12/10/88
Rt. 6, Box 54A8
Poplar Bluff, MO

KOKS personnel called Mrs. Arnold and she didn't know when it would be convenient for KOKS personnel to visit. The licensee followed up with a letter, to which Mrs. Arnold has not responded.

2. Tammy Andrews 12/16/88
Rt. 6, Box 54F
Poplar Bluff, MO

Ms. Andrews complained only of lack of reception on Channel 6, and was told of a filter she could purchase and install to relieve the problem.

3. June and Charlie Agee 12/16/88
Rt. 1
Williamsville, MO

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KOKS personnel called the Agees who complained of interference to Channels 6, 8, 12, and 15. When KOKS personnel visited the home, they only observed interference on Channel 6. A filter was installed which seemed to clear up the problem.

4. Bettie Anderson 12/16/88
Rt. 6 Box 147
Camelot Estates
Poplar Bluff, MO

A filter installed by KOKS personnel improved reception on her TV set. However, it was discovered that the background noise on the set of which she complained was caused by the fact that the line from her antenna is wrapped around a power line carrying electricity into the house. Mrs. Anderson did not want to change this installation.

5. Mrs. Ted Adams 12/3/88
Rt. 6, Box 51
Poplar Bluff, MO

Mrs. Adams has a Booster, and has been informed of a filter whose installation will help cure the problem.

6. Sharon Bradford 12/13/88
Rt. 6, Box 225
Poplar Bluff, MO

Ms. Bradford complained of interference to Channel 6 and was informed of the proper filter to install to improve reception.

7. LaVonne Alliston 1/14/89
Rt. 6
Poplar Bluff, MO

KOKS personnel made several calls to Ms. Alliston and twice made appointments to visit her house to respond to her complaints. Mrs. Alliston did not keep either appointment.

8. Jo Bloodworth 12/30/88
P. O. Box 3961
Poplar Bluff, MO

Ms. Bloodworth complained of hearing the Station on Channels 6 and 12. KOKS personnel contacted Ms. Bloodworth at least three times attempting to make an appointment for a house visit. Each time Ms. Bloodworth couldn't find a convenient time. During the last conversation, Ms. Bloodworth stated that she would call the Station when her schedule permitted a visit. Ms. Bloodworth has never called.

9. Don Brady 1/13/89
Rt. 6, Box 47X
Poplar Bluff, MO

Mr. Brady signed two petitions and was contacted twice. He complained of apparent blanketing interference on Channels 6 and 8. When KOKS personnel visited his home the first time, however, he would not admit them to the house. Two filters were left on his front porch for his use.

After receiving the second petition complaint, Mr. Brady was contacted by telephone. At that time he did not want another home visit, but asked that a filter be left in his mailbox. Calvary complied with his request.

10. Edna Baldridge 12/23/89
Rt. 6, Box 239AAA
Poplar Bluff, MO

Ms. Baldridge has a satellite receiver which had been struck by lightning. Apparently she was receiving KOKS audio on Channel 4. A filter provided by KOKS solved the problem, as well as that of a small TV in the bedroom.

11. Hugh Beights 12/6/88
Rt. 6, Box 2378
Poplar Bluff, MO

Mr. Beights complained of interference to Channel 6, and was told of the proper filter to install to improve reception.

12. Benny Brants 12/15/88
Rt. 6, Box 167BB
Poplar Bluff, MO

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KOKS personnel could not find Mr. Brants' phone number and wrote him a letter asking him to call the station so that his complaint could be investigated and resolved. Mr. Brants has never responded.

13. Peggy Beckham 12/17/88
Rt. 6, Box 51B
Poplar Bluff, MO

Ms. Beckham owns a Booster and a tall tower.

14. Kenneth Becker 1/28/89
Rt. 6, Box 54E
Poplar Bluff, MO

Mr. Becker has no phone, so the licensee sent a letter to which it received no response. Since Mr. Becker's petition complained of interference to Channel 6, KOKS' letter informed him of the proper filter to install to improve reception.

15. Mike and Debbie Collens 12/22/88
Rt. 10, Box 192
Poplar Bluff, MO

KOKS personnel spoke with the complainant on the phone. The complaint was mainly about channel 6 interference. When KOKS offered to visit their home to check their set, the Collens refused unless KOKS could guarantee reception of Channel 6. Since KOKS could not, they refused to cooperate and schedule a visit. These complainants were informed of the proper filter to install to improve channel 6 reception.

16. Lorrie Chaffin 12/4/88
P. O. Box 4105
Poplar Bluff, MO

KOKS personnel visited the home and observed blanketing interference on Channel 8. A filter was installed which greatly improved reception. A month later, KOKS personnel spoke with Ms. Chaffin's father who had moved the TV into a window directly in line with KOKS tower. Mr. Larry Chaffin was informed that his reception would improve if he moved his set away from that window.

17. Marie S. Christian 12/6/88
 Rt. 6, Box 225B9
 Poplar Bluff, MO

Mrs. Christian has made repeated complaints about interference to her reception of Channel 6, and has repeatedly been informed of a filter she can install to improve reception.

18. Marie J. Clemons
 Rt. 6, Box 53AA
 Poplar Bluff, MO

Ms. Clemons has no phone, so Ms. Clemons was contacted by letter. She responded with a letter that stated that she did not want anyone to come to the house and that she did not want to hear about any filters.

19. David & Mary Coulson 12/1/88
 Rt. 6, Box 53E
 Poplar Bluff, MO

The Coulsons' complaint involved interference to Channel 6, and they were informed of a filter to install to improve reception.

20. Thomas E. Crutchfield 1/13/89
 Rt. 6, Box 230
 Poplar Bluff, MO

Mr. Crutchfield is a plaintiff in the lawsuit, and has a Booster. KOKS personnel told him of the proper filter to install to improve reception.

21. Judy Cox 12/2/88
 Rt. 6, Box 54N
 Poplar Bluff, MO

KOKS personnel visited the house and observed blanketing interference on Channel 8 and "snow" on Channel 12 which was not due to blanketing interference. A filter was installed which improved reception.

22. Franklin M. Cole
 Rt. 6, Box 244
 Poplar Bluff, MO

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Mr. Cole complained about interference to numerous channels. During a visit to his home, however, the only interference observed was to Channel 6. A filter was installed to improve reception.

23. Sandra Durbin 12/2/88
Rt. 6, Box 47N
Poplar Bluff, MO

On a visit to Ms. Durbin's home, blanketing interference was observed on Channels 8 and 12. A filter was installed to improve reception.

24. Joe Darlin 1/21/89
Rt. 6, Box 214
Poplar Bluff, MO

KOKS could not reach Mr. Darlin by phone, so he was sent a letter requesting that he call the Station to set up a appointment. No response has yet been received.

25. Ann Dement 12/16/88
Rt. 1, Box 267
Williamsville, MO

Ms. Dement complained of interference on Channels 6 and 8. KOKS personnel put filters on the set to improve reception. Ms. Dement called to say that the filters did not work. KOKS personnel made another visit to the home to observe the problem and attempt to resolve it. Ms. Dement was hostile during that visit, however, and wouldn't allow the licensee to move her TV to check the filters or install new ones. The licensee believes that Ms. Dement, for reasons of her own, may have removed the filters originally installed, since installation of the filters seemingly cured the problem after the first visit, and the filters do not "fail" over a few weeks time.

26. David H. Davidson 12/8/88
Rt. 6, Box 149A
Poplar Bluff, MO

Mr. Davidson complained of interference to Channel 6 and was informed of the proper filter to install to improve reception.

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27. David B. Denton 12/7/88
 P. O. Box 940
 Poplar Bluff, MO

Mr. Denton has a Booster and picked up a filter at the Station to improve reception.

28. Clyde Dobbs
 Rt. 6
 Poplar Bluff, MO

Mr. Dobbs complained of interference to his VCR and he was told of a filter to install to cure the problem.

29. Gayle P. Duffy 12/13/88
 Rt. 6, Box 225T
 Poplar Bluff, MO

Mr. Duffy complained of Channel 6 interference and was informed of a filter to install to improve reception.

30. Edward Ervin 12/13/88
 Rt. 6, Box 225L
 Poplar Bluff, MO

Mr. Ervin has a Booster, and was informed of a filter to install to improve reception.

31. James Finney 12/13/88
 Rt. 6, Box 225 M
 Poplar Bluff, MO

Blanketing interference was observed on Channels 6 and 8, and a filter was installed by KOKS personnel that solved the problem.

32. Lou Farrell 1/13/89
 Rt. 10, Box 50
 Poplar Bluff, MO

Ms. Farrell was called, complained of Channel 6 interference, and was told of the proper filter to install to cure the problem. She later called to complain of the color in his picture. KOKS personnel visited the house and discovered she had reconnected the set with the VHF and UHF leads going into the same channel. Ms. Farrell would not change the set, however.

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33. Mary and Clyde Freeman 12/10/88 & 1/13/89
Rt. 10, Box 76
Poplar Bluff, MO

The Freemans complained of interference, and a filter installed on the TV improved reception. The Freemans removed the filter, however, before KOKS representatives left the home.

34. Jim Farley 12/3/88
Rt. 6, Box 2601A
Poplar Bluff, MO

Blanketing interference was observed on Channels 6 and 8 and a filter was installed which cured the blanketing interference on Channel 8.

35. James and Bonnie Faughn 12/28/88
Rt. 6, Box 251B
Poplar Bluff, MO

Blanketing interference was observed on Channels 6 and 8, and a filter installed by KOKS personnel resolved the problem.

36. Gary R. Foust 12/28/88
Rt. 10, Box 477
Poplar Bluff, MO

Mr. Foust has a Booster and a filter was recommended to solve the problem.

37. Willard and Aileen Garrison 12/2/88
Rt. 6, Box 45
Poplar Bluff, MO

Mr. Garrison complained only about Channel 6 interference. Mrs. Garrison complained of interference on Channels 6 and 15. Neither was home for an appointment scheduled by telephone, and after four succeeding calls the Garrisons could not find a convenient time for an appointment.

38. Buddy and May Godwin 12/3/88
Rt. 6, Box 48A
Poplar Bluff, MO

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The Godwins have a Booster and were informed of the proper filter to install to improve reception.

39. Charles L. Hillis 12/4/88
 Rt. 6, Box 225N
 Poplar Bluff, MO

Channel 6 interference was complained of, and Mr. and Mrs. (Jean) Hillis were told of a filter to install to improve reception.

40. Whispering Oaks Boarding House 12/17/88
 Rt. 6, Box S/B
 Poplar Bluff, MO

KOKS personnel visited the house and saw non-blanketing interference on Channels 6 and 12. KOKS personnel installed four filters and improved reception on Channel 12.

41. Mrs. William T. Gray 12/13/88
 Rt. 6, Box 225K
 Poplar Bluff, MO

Blanketing interference was observed on Channels 6 and 8. A filter was installed that cured the blanketing interference on channel 8.

42. Leona M. Gunter 12/4/88
 Rt. 6, Box 47P
 Poplar Bluff, MO

During a visit to the home, non-blanketing interference was observed on Channel 15. A filter was installed that improved reception.

43. J. E. Hecker 1/11/89
 Rt. 10, Box 134
 Poplar Bluff, MO

Mr. Hecker has a Booster, and was informed of a filter he could install to improve reception.

44. Sandy Hall 12/2/88
 Rt., 6, Box 54PP
 Poplar Bluff, MO

On a visit to Ms. Hall's house two televisions were observed. One TV had perfect reception; the other had a dark picture. Ms. Hall was given a filter to install if she wished.

45. Obie & Golda Harris 12/2/88 and 12/8/88
 Rt. 6, Box 229
 Poplar Bluff, MO

The Harris' complained of Channel 6 (non-blanketing) interference and were given a filter to resolve the problem.

46. Mrs. H. M. Hendrickson 12/3/88 and 1/12/89
 Rt. 6, Box 49
 Poplar Bluff, MO

Mrs. Hendrickson has a Booster and was told of a filter to install to improve reception.

47. Luther M. Jenson
 Rt. 10, Box 250
 Poplar Bluff, MO

Two letters were mailed to Mr. Jenson, and he responded that he had been receiving "interference" on Channels 6 and 12, but 12 had "cured itself" and 6 was still a problem.

48. Glen and Belinda Jewell 12/13/88 and 9/19/89
 Rt. 6
 Poplar Bluff, MO

KOKS personnel spoke with Mrs. Jewell who stated that the problem was not FM blanketing, but a problem with their satellite dish which had been straightened out. In a subsequent call Mrs. Jewell reported that their satellite dish was still out, and that she experienced "snow" in her picture and the set changed channels. Mrs. Jewell rejected KOKS' offer of a filter.

49. Rev. Eldin R. Kirks 12/7/88
 Rt. 6, Box 43
 Poplar Bluff, MO

KOKS personnel made many calls to the home without receiving an answer. Two letters were sent to Rev. Kirks without receiving a response.

50. Bud Karver 12/2/88
Rt. 6, Box 47L
Poplar Bluff, MO

Mr. Karver has a satellite dish. He was informed that he could put a filter on his TV set to improve reception, but he didn't want to put a filter on his set.

51. Wayne and Kathy Kirbey
Rt. 6, Box 146B

The Kirbeys complained of non-blanketing interference on Channels 6 and 12. A filter installed by KOKS personnel solved the problem.

52. Eileen Kinney 12/3/88
Rt. 6, Box 147F
Poplar Bluff, MO

When contacted by KOKS, Ms. Kinney stated that she was getting on the local cable system and that KOKS "shouldn't worry about her."

53. Bott Lundstrom 12/4/88
Rt. 6, Box 244P 1/17/89
Poplar Bluff, MO

Mr. Lundstrom has a Booster, but he was given a filter to improve reception. Upon request, KOKS also provided a filter for a baby monitor.

54. Elaine Liber 12/13/88
Rt. 6, Box 7S
Poplar Bluff, MO

When KOKS visited Ms. Liber's home it was discovered that she had a satellite dish. Ms. Liber also had interference on channel 6. KOKS installed a filter which improved reception, but which did not bring in full color. A second TV did not get channel 6 even after a filter was installed.

55. Denise Mabry 12/19/88
Rt. 6, Box 775
Poplar Bluff, MO

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Ms. Mabry complained of Channel 6 interference, but didn't want to install a filter.

56. Randy Mabry 1/27/89
Rt 6, Box 7
Poplar Bluff, MO

During a telephone call, Mr. Mabry complained that Channel 6 was "out" and that reception on Channel 12 had an unspecified "problem." He did not, however, want to have anyone come to his house to analyze the problem and attempt to cure it.

57. Ellen Malone 12/23/88
Rt. 10, Box 269
Poplar Bluff, MO

Ms. Malone complained that Channel 6 was "out" and that she was experiencing problems on Channel 8, which apparently was blanketing interference. She had a Booster, however, and did not want anyone to visit her home.

58. Verline McNew 1/14/89
Rt. 6, Box 184
Poplar Bluff, MO

Ms. McNew was experiencing non-blanketing problems on Channels 6 and 12. A filter was installed on her set by KOKS personnel that eliminated the problem.

59. Mrs. J. M. Middleton 12/15/88 and 1/10/89

KOKS called Mrs. Middleton several times and she was met at the home of another person. She told KOKS that she would call when it was convenient for KOKS representatives to come to her house, and she has never called.

60. Helen Minehart 12/16/88
Rt. 6, Box 6YAA
Poplar Bluff, MO

This complainant complained of not receiving Channel 6 and having trouble with the reception of Channel 12. The interference was not blanketing interference, but a filter that was installed cured the problem.

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61. Darlene Mohr 1/12/89
Rt. 6, Box 239B
Poplar Bluff, MO

Mrs. Mohr stated that a filter she installed cured the problem.

62. Iza Neal 12/1/88
Rt. 6, Box 53D
Poplar Bluff, MO

Ms. Neal complained of problems to the reception of Channel 12. During a home visit, KOKS observed her set in operation and determined that the problem was not FM blanketing interference. A filter that was installed cured the problem

63. Mike and Annie Pennington 12/2/88 and 2/5/89
Rt. 6, Box 47R
Poplar Bluff, MO

The Penningtons complained of reception problems on Channels 12 and 15. The installation of a filter by KOKS personnel apparently solved the problem. The Penningtons called again to say that they had problems, but KOKS personnel have been unable to find a convenient time for another home visit.

64. Albert and Laura Porterfield 3/20/89
Rt. 10, Box 190
Poplar Bluff, MO

The Porterfields complained in a letter of interference on Channels 6 and 12. However, they stated that they would not allow anyone from KOKS in their home unless KOKS would first provide a written guarantee of Channel 6 reception. Since KOKS can provide no such guarantee, no visit has been attempted.

65. Leatha Piper 12/4/88 and 1/14/89

KOKS made two visits to Ms. Piper's home because of complaints concerning the reception of Channels 8, 12, and 15. Two different filters were installed. Ms. Piper has since installed a Booster.

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66. Earl and Pearl Parker 1/18/89
 Rt. 10, Box 470
 Poplar Bluff, MO

The Parkers have a Booster.

67. Harold Ratley 12/31/88
 Rt. 6, Box 213E
 Poplar Bluff, MO

Mr. Ratley's complaint concerned Channel 6 interference and he was informed of a filter to install to improve reception.

68. Ron Rhodes 12/18/88
 Rt. 10, Box 405
 Poplar Bluff, MO

Mr. Rhodes has a Booster, and was told of a filter which he could install to improve reception.

69. Dorothy Robbins 12/1/88
 Rt. 10, Box 25
 Poplar Bluff, MO

Ms. Robbins has a Booster, and was told of a filter which she could install to improve reception.

70. Randy Soens 12/2/88 and 1/12/89
 Rt. 6, Box 260AA
 Poplar Bluff, MO

Mr. Soens is a plaintiff in the lawsuit discussed in I(c) above. Mr. Soens has a Booster and has been told of a filter which he could install to improve reception.

71. Ted Smith 12/13/88
 Rt. 6, Box 225 O
 Poplar Bluff, MO

Mr. Smith complained of interference to Channel 6 and was told of a filter to install to improve reception.

72. Yorike Stratton 12/23/88

Mrs. Stratton left for Japan soon after KOKS learned of her complaint. Mr. Stratton stated that the complaint

involved interference to Channel 6, and was told of a filter he could install to improve reception.

73. Carole (Mrs. Paul) Summers 12/11/88
Rt. 6, Box 237AA

Mrs. Summers has a satellite dish. During a visit to her home, she complained that she wasn't getting Channel 6 on the small TV in her bedroom. She was told of a filter she could install to improve reception.

74. Janet S. Smith 12/4/88
Camelot Estates, Box 47II
Poplar Bluff, MO

Mrs. Smith was contacted at work and an appointment to visit her home was scheduled. She subsequently cancelled the appointment and has made no further attempts to reschedule an appointment.

75. Darlene and Chester Stratton 2/5/89
Rt. 6, Box 472
Poplar Bluff, MO

KOKS has no phone number for the Strattons, and they have not responded to the Station's two letters.

76. Pat Smittle 1/23/89
Rt. 6, Box 167
Poplar Bluff, MO

Blanketing interference was observed on Channels 12 and 15. A filter was installed which solved the problem.

77. Shellee E. Wall 12/5/88
Rt. 6, Box 147 B
Poplar Bluff, MO

KOKS personnel have called several times and left messages on Ms. Wall's telephone answering machine attempting to discuss her complaint and make an appointment to visit her home. To date, Ms. Wall has not responded.

78. Ron Wheeling 1/10/89
Rt. 6, Box 52
Poplar Bluff, MO

Mr. Wheeling complained of problems with his Channel 6 reception and was told of a filter he could install to cure the problem.

79. Clara Wheeling and Dorothy Wheeling 1/3/89
 Rt. 1, Box 73 1/26/89
 Poplar Bluff, MO

The Wheelings are mother and daughter, and Clara, the mother, is quite elderly. Clara complained of problems with reception on Channels 6, 8, and 12. The daughter, Dorothy, complained of reception on Channel 6. KOKS personnel visited the home, observed no blanketing interference, but did install a filter to help Channel 6 reception. Dorothy Wheeling stated that KOKS didn't need to bother with her mother's complaint, that the only interference was on Channel 6.

80. Bonnie Walton 2/5/89
 Rt. 6, Box 47V
 Poplar Bluff, MO

Ms. Walton complained of interference to Channels 6, 8 and 12. Ms. Walton has no phone and KOKS has sent her two letters requesting that she call the station, without receiving a response.

81. Mary J. Wynn 12/4/88, 1/19/88 and 4/27/89
 Rt. 6, Box 47J
 Poplar Bluff, MO

Ms. Wynn complained of interference on Channels 6, 8, 12 and 15. KOKS personnel visited the home in January and did not see any evidence of any blanketing or other interference on any channel. A filter was installed on Mrs. Wynn's set in January and improved reception on all channels except channel 6. Mrs. Wynn was dissatisfied with this result.

KOKS personnel visited Mrs. Wynn's home again in April and installed a 750 Hm FM trap. Reception on channels 8, 12 and 15 was very good. Channel 6 still did not come in, and Mrs. Wynn remained unsatisfied.

82. Regina Wheeling 12/3/88
 Rt. 6, Box 52
 Poplar Bluff, MO

Ms. Wheeling complained of trouble with Channel 12, and KOKS made an appointment to visit her home. When the Station personnel arrived, however, Ms. Wheeling came to the door and said "forget it."

83. DeWayne Whitt 12/16/88
Rt. 6, Box 54AAA
Poplar Bluff, MO

Mr. Whitt has an amplifier/Booster, and was informed of a filter he could install to improve reception.

84. George B. Wisdom 12/16/88
Rt. 6, Box 54C
Poplar Bluff, MO

Mr. Wisdom has a Booster and was informed of a filter he could install to improve reception.

85. Shirley Woodruff 12/30/88
Rt. 6, Box 47AB
Poplar Bluff, MO

Ms. Woodruff has a satellite dish. KOKS personnel stopped by her home and observed no interference, but left a filter to improve reception.

86. Georgia Young 1/12/89
Rt. 6, Box 233
Poplar Bluff, MO

Ms. Young has a Booster, and has been told of a filter she might install to improve reception.

87. Mark and Gerry Young 1/12/89
Rt. 6, Box 233
Poplar Bluff, MO

The Youngs have a Booster, and have been told of a filter they might install to improve reception.

88. Dan Wyatte 12/6/88
Rt. 6, Box 220C
Poplar Bluff, MO

Mr. Wyatte complained of interference to Channel 6, and was told of a filter he might install to improve reception.

89. Elmer Soens

Mr. Soens called the Station and KOKS personnel visited his home. A filter was installed which greatly improved reception on Channel 8, but did not bring in Channel 6.

- C) Complaints Outside the Blanketing Contour Area. As noted above, 10 percent of the complaints are from persons living within the Station's blanketing contour, and a vast majority do not involve complaints of FM blanketing interference. KOKS has attempted to respond to these complaints as best it can, as set forth below. The complaints are divided by category, and the licensee's response to each complaint is summarized below and noted in the attachments. In some instances the handwritten names on the petitions are almost impossible to decipher, but KOKS has attempted to do its best to decipher the name and respond to the proper complainant. Where the licensee was unsure of a name, that name is denoted with a (sp?) notation. Please note that the summary below includes overlapping categories, i.e., where the complainant had problems with Channel 6 and had a Booster as well.

- (1) Channel 6 Problems (Attachment D). John L. Marley; Ray Pennington; Ralph Henthorne; Manuel Benevides; Mr. and Mrs. John Brauchan; Imogene Maddox; Ted Gorman; George Ballew; Emmett Brown; Jean Sharon; Barbara Johnson; Lisa Plumb; Pamela Abbott; Larry S. McGee; Christine Ballrett; Lorrie McGee; Cindy Burchard; Fern Spence; Vera Sparkman; JoAnn Robertson; Marie Boxx; Freda Lindsay; Kenneth Lindsay; William J. Allen; Diane Miller; Ed Miller; Ben Leach (sp?); Rosalie Bauer; Jim Hensley; Robert E. Kerr, Sr. (sp?); Myra McGoldrick; Norma Gaff (sp?); and, Charles Fisher.
- (2) Boosters. (Attachment E). Joe Lipsey; Adrian Lindner; Mr. and Mrs. Ray Kindrick (sp?); John Osborn; Don Wyak (sp?); Dennis B. Hanes; Beverly Hanes; Steven Koenig; Dusty Koenig; _____ (?) Koenig; Carol Koenig; Alene Settles; Earl Settles; Anthony Adent; William H. Bogner; Vanessa Mathis; James

Hendrickson; Don J. Dunaway; Sue Fagan; Joseph Baum (sp?); Lamarta Kerr; Robert Kerr; Carol Bybee; and, W. D. Kerr.

- (3) Hostile and/or Uncooperative Complainants. (Attachment F). These complainants, while located outside the FM blanketing area, have not cooperated with KOKS personnel or have been hostile or difficult to deal with as noted in the attachment: Ralph Laughlin; Juanita Laughlin; O. L. Thomas; James E. McGoldrick; Chris Will; Sherry Wallace; and, Jackie Dobbs.
- (4) Complaints Resolved - Filter Installed. (Attachment G). These complaints, while they were from persons living outside KOKS Blanketing contour, were resolved by the installation of filters by KOKS personnel. These complainants included: Gertie Grefert (sp?); Debra Kerr; Ron Kerr (sp?); Bertha Morris; and, Mr. and Mrs. Seamalter.
- (5) Complaints Withdrawn - Complainant on Cable. (Attachment H). There complaints were withdrawn for one reason or another, or because the complainant was on cable or subsequently received cable service. These complainants include: Ralph Nunn; Mrs. George W. Davis; Mr. and Mrs. Jay Eaton; Gretchen Fatum (sp?); Lora Parson; Fred W. Taylor; Cindy Parks; M.D. (sp?) Sparkman; Erma Vineyard; Jess L. Boyd; Lester Storey; Karen Lazalier (sp?); Margaret Alexand; Sharon Cossey (sp?); Ben Whitley; Slyvia Dutz; Irma Schalk; Ben Boyer; and, Mr. and Mrs. Hart.
- (6) Complainants Believed to be Outside of Blanketing Contour Area--Unable to Contact by Mail or Telephone. (Attachment I). These persons are believed by the Licensee to live outside the blanketing contour area. KOKS has been unable to contact these complainants by telephone, and the complainant has either not responded to a letter, or the letter has been returned for insufficient address. These complainants include: Jesse Farris;